



Apple iServices

Mac OS 9 Installation

Key Features

Reliable

- Fast, expert installation or upgrade
- Direct from Apple
- Services performed by expert Apple technical representatives

Simple

- Single source for
 - Apple hardware
 - Mac OS software
 - Software installation

Affordable

- Cost-effective software installation

Apple iServices Mac OS 9 Installation offers an easy, affordable way for schools to install or upgrade to Mac OS 9. This version of the world's easiest-to-use operating system offers an incredibly powerful collection of Internet tools, enables multiple users to personalize a shared computer, allows teachers to monitor and control student workstations, and provides file protection and easy access to services.

Because Mac OS 9 Installation comes directly from Apple, you get a one-stop solution for hardware, software, and installation service from the people who know your Apple systems best. You eliminate the overhead of opening multiple purchase orders and are assured of a fast and reliable migration to Mac OS 9.

Scope of services

- Preinstallation onsite review
 - Check all system profiles prior to upgrade
 - Identify all Apple and third-party software applications
 - Identify system configurations prior to upgrade
 - Document Mac OS 9 compatibility with existing system and network profiles
 - Complete a Statement of Work and have it approved
 - Schedule an onsite appointment for the upgrade service
- Mac OS 9 Upgrade Installation Service
 - Verify that each system is operational prior to upgrade
 - Verify the initial system configuration
 - Install Mac OS 9
 - Verify the final system and network configuration
 - Verify that the system is operational after upgrade
 - Notify you that the upgrade is completed and that the system is ready to use
 - Provide a Service Completion Report for your signature



Apple iServices Mac OS 9 Installation

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Prerequisites

- Purchase of Mac OS 9 for all systems on which the OS installation is to be performed
- These minimum system requirements:
 - A Mac OS-based Apple computer with a PowerPC processor
 - 32MB of physical RAM, with virtual memory set to at least 40MB

Availability

- Available to education customers only
- Provided at one physical location only
- May not be available in certain geographic locations; contact your Apple sales representative for more information
- Performed Monday through Friday, 8:00 a.m. to 5:00 p.m. local time

Ordering Information

Educational institutions can purchase Apple iServices Mac Integration services from the Apple Store for Education (www.apple.com/education/store) or by calling 800-800-APPL (800-800-2775).

Apple iServices Mac OS 9 Installation

- For up to 10 units
Order no. D1466LL/A
- For additional units
Order no. D1467LL/A

This service does not include

- Mac OS 9 software
- Installation at multiple physical locations for fewer than 10 systems at a given location
- Installation of memory cards
- Software or driver upgrades
- Repairs found to be necessary during initial testing
- Setup or installation of hardware or software not purchased from Apple
- Backup of customer data or applications
- Loading or converting customer data or electronic files
- Network troubleshooting or repairs
- Network administration, such as setting up file sharing or passwords on file servers
- Redesigning an existing network or planning and/or designing a new network
- Connecting computers and/or peripherals to a LAN that does not have a nearby outlet
- Removing packing materials and product boxes from the site (hauling)

Features	Benefits
Preinstallation assessment	<ul style="list-style-type: none">• Promotes successful OS installation• Ensures that your systems are evaluated by people who know Mac systems thoroughly
Fast, reliable installation	<ul style="list-style-type: none">• Gets your systems back up and running quickly and correctly• Provides immediate productivity for your staff and students
Direct from Apple	<ul style="list-style-type: none">• Simplifies your technology choice, because you can get both the OS and installation services from Apple• Lets you use a single purchase order for both OS purchase and installation• Frees your internal staff to focus on other responsibilities
Installation performed by expert Apple technical representatives	<ul style="list-style-type: none">• Gives you the peace of mind of knowing that your system software is being upgraded by an Apple expert• Ensures that the service will be completed to your satisfaction
Flexible scheduling	<ul style="list-style-type: none">• Helps you meet your deployment timeline
Affordable pricing	<ul style="list-style-type: none">• Allows you to enjoy the benefits of expert system software upgrades at a low cost

The Apple iServices advantage

Apple iServices is committed to supporting your investment in Apple technology. Trust your Apple systems to Apple iServices, the people who know them best.

For More Information

To learn more about all Apple iServices Mac Integration offerings, please visit www.apple.com/iservices/macintegration, call 800-848-6398, or email iservices@apple.com.

For additional information about integration, consulting, training, or support services from Apple iServices, visit www.apple.com/iservices.



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to find great products
for your Mac.

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